Gonzales Consulting Services, Inc.

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

FSC GROUP - 084
TOTAL SOLUTIONS FOR LAW ENFORCEMENT, SECURITY, FACILITY MANAGEMENT SYSTEMS, FIRE, RESCUE, SPECIAL PURPOSE CLOTHING, MARINE CRAFT AND EMERGENCY/DISASTER RESPONSE;
GROUP 63 – ALARM AND SIGNAL SYSTEMS/FACILITY MANAGEMENT SYSTEMS, PROFESSIONAL SECURITY/FACILITY MANAGEMENT SERVICES, and GUARD SERVICES

Contract Number:	**GS-07F-5439P**
NAICS Codes:	**561612 & 561621**

For more information on ordering from Federal Supply Schedules click on **FSS Schedules** button at **fss.gsa.gov**.

Contract Period:	11/24/2013 through 11/23/2018
Contractor:	**Gonzales Consulting Services, Inc.** **5200 DTC Parkway, Suite 540** **Greenwood Village, Colorado 80111**
Business Size:	**Large, Minority Owned Business**
Phone:	**(303) 383-5500**
Fax:	**(303) 383-5510**
Web:	**www.gcs-usa.com**
Email:	**sheilam@gcs-usa.com**
Contact:	Sheila McCombs Contract Administrator

CUSTOMER INFORMATION

Special Item Numbers:

SIN 246-52   Professional Security/Facility Management Services
SIN 246-54   Guard Services

Maximum Order: SIN(s) 246-54 and 246-52
$200,000 per SIN/per order

Minimum Order: $100.00

Geographic Scope of Contract: 48 Contiguous United States

Point of Production: N/A

Basic Discounts: Prices shown are from Pricing Proposal dated 10/3/2013, which include the current 0.75% Industrial Funding Fee. Pricing is according to the "negotiated" cost build-up matrix, anything outside of this is out of scope of the contract and is not allowed.

Quantity Discounts: N/A

Prompt Payment Terms: Net 30

Credit Card: Accepted

Delivery Schedule:

a. **Time of Delivery:** 15 DARO or Per SOW
b. **Expedited Delivery:** None
c. **Overnight and 2-day Delivery:** Consult with contractor
d. **Urgent Requirements:** Consult with contractor

FOB Point: N/A

Contractor's Ordering/Payment Address:

Gonzales Consulting Services, Inc.
5200 DTC Parkway, Suite 540
Greenwood Village, Colorado 80111
Telephone: 303-383-5500
Fax: 303-383-5510
Email: gcs@gcs-usa.com

Ordering Procedures:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

Warranty Provision: N/A

DUNS Number: 11-784-9356

CCR Registration: Yes

SIN 246-52 – PROFESSIONAL SECURITY/FACILITY MANAGEMENT SERVICES
2014 Price List

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
San Francisco Area
DOL Wage Determination No. 05-2059, Rev. 14 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 30.52
Data Entry Clerk II	$ 32.88
Administrative Assistant	$ 56.55
Transcriptionist (Secretary I)	$ 43.53
AutoCAD Operator/Programmer	$ 68.78
Alarm Technician I	$ 51.93
Alarm Technician II	$ 54.35
Transcriptionist Supervisor	$ 46.44
Data Application Analyst I	$ 65.71
Data Application Analyst II	$ 74.64
Operations Manager	$ 92.80
Training Assistant	$ 53.19
Trainer/Training Coordinator	$ 64.91
Remote Alarm Programmer	$ 65.63
Database Administrator	$ 84.78
Network Engineer	$ 86.18
Senior Alarm Systems Technician	$ 74.67
Systems Administrator	$ 90.92
Telecommunications Specialist	$ 89.14
Information Security Systems Officer/Specialist	$ 106.19
Lead Alarm Remote Programmer	$ 78.21
Technical Support Desk Manager	$ 103.28
Communications Center Site Manager	$ 111.21
Senior Radio Frequency Engineer	$ 111.42
Radio Technician	$ 75.42

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Denver, CO Area
DOL Wage Determination No. 05-2081, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 28.30
Data Entry Clerk II	$ 30.47
Administrative Assistant	$ 48.89
Transcriptionist (Secretary I)	$ 33.50
AutoCAD Operator/Programmer	$ 57.61
Alarm Technician I	$ 50.18
Alarm Technician II	$ 52.57
Transcriptionist Supervisor	$ 35.28
Data Application Analyst I	$ 56.38
Data Application Analyst II	$ 64.23
Operations Manager	$ 79.71
Training Assistant	$ 44.59
Trainer/Training Coordinator	$ 53.98
Remote Alarm Programmer	$ 56.31
Database Administrator	$ 73.09
Network Engineer	$ 74.33
Senior Alarm Systems Technician	$ 62.97
Systems Administrator	$ 78.48
Telecommunications Specialist	$ 77.16
Information Security Systems Officer/Specialist	$ 92.07
Lead Alarm Remote Programmer	$ 67.35
Technical Support Desk Manager	$ 89.62
Communications Center Site Manager	$ 96.61
Senior Radio Frequency Engineer	$ 96.79
Radio Technician	$ 63.63

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

**SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
District of Columbia Area
DOL Wage Determination No. 05-2103, Rev. 13 (06/19/2013)**

Labor Category	Hourly Rate
Data Entry Clerk I	$ 28.84
Data Entry Clerk II	$ 31.04
Administrative Assistant	$ 57.46
Transcriptionist (Secretary I)	$ 35.04
AutoCAD Operator/Programmer	$ 56.77
Alarm Technician I	$ 55.01
Alarm Technician II	$ 57.69
Transcriptionist Supervisor	$ 35.50
Data Application Analyst I	$ 60.14
Data Application Analyst II	$ 68.26
Operations Manager	$ 84.13
Training Assistant	$ 48.86
Trainer/Training Coordinator	$ 59.24
Remote Alarm Programmer	$ 60.06
Database Administrator	$ 77.60
Network Engineer	$ 74.29
Senior Alarm Systems Technician	$ 66.28
Systems Administrator	$ 83.26
Telecommunications Specialist	$ 81.65
Information Security Systems Officer/Specialist	$ 97.19
Lead Alarm Remote Programmer	$ 71.55
Technical Support Desk Manager	$ 94.70
Communications Center Site Manager	$ 102.02
Senior Radio Frequency Engineer	$ 102.22
Radio Technician	$ 66.98

NOTES:

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(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

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GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Battle Creek, MI Area
DOL Wage Determination No. 05-2277, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 26.62
Data Entry Clerk II	$ 28.62
Administrative Assistant	$ 37.60
Transcriptionist (Secretary I)	$ 28.94
AutoCAD Operator/Programmer	$ 47.36
Alarm Technician I	$ 47.16
Alarm Technician II	$ 48.62
Transcriptionist Supervisor	$ 30.38
Data Application Analyst I	$ 52.53
Data Application Analyst II	$ 59.87
Operations Manager	$ 74.65
Training Assistant	$ 44.82
Trainer/Training Coordinator	$ 54.31
Remote Alarm Programmer	$ 52.47
Database Administrator	$ 68.84
Network Engineer	$ 70.01
Senior Alarm Systems Technician	$ 60.99
Systems Administrator	$ 73.92
Telecommunications Specialist	$ 73.11
Information Security Systems Officer/Specialist	$ 86.73
Lead Alarm Remote Programmer	$ 63.10
Technical Support Desk Manager	$ 84.78
Communications Center Site Manager	$ 91.28
Senior Radio Frequency Engineer	$ 91.45
Radio Technician	$ 61.84

NOTES:

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(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

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GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
New York City Area
DOL Wage Determination No. 05-2375, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 29.40
Data Entry Clerk II	$ 31.65
Administrative Assistant	$ 56.65
Transcriptionist (Secretary I)	$ 40.92
AutoCAD Operator/Programmer	$ 55.43
Alarm Technician I	$ 56.62
Alarm Technician II	$ 58.79
Transcriptionist Supervisor	$ 43.26
Data Application Analyst I	$ 62.92
Data Application Analyst II	$ 71.27
Operations Manager	$ 95.51
Training Assistant	$ 52.85
Trainer/Training Coordinator	$ 64.60
Remote Alarm Programmer	$ 62.86
Database Administrator	$ 81.14
Network Engineer	$ 82.51
Senior Alarm Systems Technician	$ 70.65
Systems Administrator	$ 87.15
Telecommunications Specialist	$ 91.41
Information Security Systems Officer/Specialist	$ 108.78
Lead Alarm Remote Programmer	$ 74.73
Technical Support Desk Manager	$ 105.94
Communications Center Site Manager	$ 114.08
Senior Radio Frequency Engineer	$ 114.29
Radio Technician	$ 71.47

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

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GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Philadelphia, PA Area
DOL Wage Determination No. 05-2449, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 28.57
Data Entry Clerk II	$ 30.74
Administrative Assistant	$ 50.75
Transcriptionist (Secretary I)	$ 36.81
AutoCAD Operator/Programmer	$ 57.12
Alarm Technician I	$ 48.22
Alarm Technician II	$ 49.91
Transcriptionist Supervisor	$ 38.84
Data Application Analyst I	$ 56.91
Data Application Analyst II	$ 64.82
Operations Manager	$ 81.09
Training Assistant	$ 49.01
Trainer/Training Coordinator	$ 56.34
Remote Alarm Programmer	$ 56.84
Database Administrator	$ 73.72
Network Engineer	$ 74.95
Senior Alarm Systems Technician	$ 63.93
Systems Administrator	$ 79.09
Telecommunications Specialist	$ 78.98
Information Security Systems Officer/Specialist	$ 93.67
Lead Alarm Remote Programmer	$ 67.97
Technical Support Desk Manager	$ 91.53
Communications Center Site Manager	$ 98.56
Senior Radio Frequency Engineer	$ 98.74
Radio Technician	$ 64.67

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-52 - PROFESSIONAL SECURITY/FACILITY MANAGEMENT
SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Fort Hood, TX Area
DOL Wage Determination No. 05-2523, Rev. 14 (06/19/2013)

Labor Category	Hourly Rate
Data Entry Clerk I	$ 26.86
Data Entry Clerk II	$ 28.89
Administrative Assistant	$ 49.14
Transcriptionist (Secretary I)	$ 33.78
AutoCAD Operator/Programmer	$ 56.32
Alarm Technician I	$ 44.27
Alarm Technician II	$ 46.12
Transcriptionist Supervisor	$ 35.52
Data Application Analyst I	$ 55.33
Data Application Analyst II	$ 63.64
Operations Manager	$ 79.25
Training Assistant	$ 43.50
Trainer/Training Coordinator	$ 53.52
Remote Alarm Programmer	$ 55.18
Database Administrator	$ 73.14
Network Engineer	$ 76.38
Senior Alarm Systems Technician	$ 62.45
Systems Administrator	$ 81.21
Telecommunications Specialist	$ 76.39
Information Security Systems Officer/Specialist	$ 92.58
Lead Alarm Remote Programmer	$ 66.89
Technical Support Desk Manager	$ 89.71
Communications Center Site Manager	$ 97.12
Senior Radio Frequency Engineer	$ 97.18
Radio Technician	$ 62.18

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Listed below are generic labor category descriptions. As job qualifications, duties, and responsibilities are defined by each statement of work, the descriptions are not meant to be all-inclusive. Duties will vary based upon the requirements of individual statements of work and/or as required by the client. Custom title, job descriptions and labor costs are developed in response to client need and tasking.

SIN 246-52 – PROFESSIONAL SECURITY/FACILITY MANAGEMENT SERVICES

Data Entry Clerk I
Maintain information on all alarm accounts including devices, contacts, users, zones, and panel information. Place accounts on test as requested. Disable accounts as requested. Document instructions/procedures. Create and delete accounts. Update files. Contact security managers and/or emergency contacts to obtain current information when necessary. Communicate with remote programmers on account related matters. Demonstrate basic user level proficiency and knowledge of Microsoft Windows based computers to include Excel, Word, Access, and PowerPoint. Work under the direction of the Data Analyst and Lead Information Technology Specialist, or the Communication Center Site Manager. Serve as backup dispatcher during catastrophic/emergency events. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Data Entry Clerk II
Maintain information on all alarm accounts including devices, contacts, users, zones, and panel information. Place accounts on test as requested. Disable accounts as requested. Document instructions/procedures. Create and delete accounts. Update files. Contact security managers and/or emergency contacts to obtain current information when necessary. Communicate with remote programmers on account related matters. Work closely with Data Application Analyst on problematic issues. Assist in resolving inconsistent data. Log all updates and provide status reports to Data Application Analyst on these updates. Requires the application of experience and judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered into a database from a variety of source documents. May be required to provide work on a routine and repetitive basis following specific procedures or detailed instructions, and working from standardized source documents that require little or no specific coding or interpreting of data entered. Shall accurately type at least 35 words per minute with one error using a computer keyboard and successfully pass a data entry test administered by contractor and proctored by the Government. Demonstrate basic user level proficiency and knowledge of Microsoft Windows based computers to include Excel, Word, Access, and PowerPoint. Previous experience of law enforcement or legal profession is acceptable. Work under the direction of the Data Application Analyst and Lead Information Technology Specialist, or the Communication Center Site Manager. Serve as backup dispatcher during catastrophic/emergency events. Requires a high school diploma or its equivalent with 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Administrative Assistant

Responsible for travel/procurement input procedures. Enter reimbursable work authorizations into database. Answer incoming calls from Help Desk line and transfer information to a service ticket for the technical staff. Supply information to client agencies regarding maintenance, service procedures, cost, procurement, and installations. Verify and complete credit card statements for procurements and service. Responsible for accurate tracking of visitors. Ensure fax/copier and scanner are loaded with paper and ready for the day's events. Able to construct new spreadsheets and forms. Update internal filing system. Assist with operational support and service on a daily basis. Requires a high school diploma with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Transcriptionist

Provide assistance in entering incident reports. Resolve discrepancies between the various systems involving case control numbers. Run reports as required. Resolve any errors associated with the system. Enter transcribed information from the Dictaphone System into operating databases. Communicate with officers and management in resolving incident reporting matters. Maintain statistical data and provide to management. Provide dispatch support in emergency/catastrophic situations. Work closely with the Lead Information Technology Specialist and/or Data Application Analyst on status and problematic issues and when necessary, report to management. Assist in resolving inconsistent data. Must be proficient in using computers and computer applications such as Excel, Word, Access, and PowerPoint. Must be detail oriented and possess the ability to extract specific data elements for entry into various support systems and validate data. Must have strong communication skills. Requires a high school diploma with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

AutoCAD Operator/Programmer

Update existing system designs utilizing the AutoCAD system and Security Industry Association (SIA) symbols. Maintain existing system accounts using the AutoCAD system. Perform AutoCAD system maintenance. Provides technical advice and assistance to customer personnel, design personnel and client agency representatives on all aspects of electronics security systems and security countermeasures hardware applications. Writes procedures and specifications concerning selection, design, procurement, installation, modification and inspection of security systems. Advises customer personnel on all aspects of inspections of security system installations, for compliance with standards and specifications. Develops security system requirements through consultation with client agency officials. Maintains a continuous written, as well as oral dialogue with these officials relative to system needs, specifications and cost data. Provides client agencies with accurate and easily understood replies. Verbal and written replies are to be made in a positive, cooperative manner. Written replies are written in significant detail to preclude misunderstanding with correct grammar and punctuation. Develop cost/budget data for security systems purchase, installation and/or replacement. Maintains complete inventory (Manufacturer, Model, Serial number, and locations of all equipment) of all systems components for installed security systems. Provides technical advice and support to customer's officials and client agencies. Maintains a close liaison with the security and communications industries. Implements local policy relating to wire and cable installation practices. Requires a high school diploma with 2-4 years of experience in with AutoCAD software and drawing concepts.

Transcriptionist Supervisor
Supervise the department, create various reports and keep superiors and management informed on the day to day activities. Provide assistance in entering incident reports. Resolve discrepancies between the various systems involving case control numbers. Run reports as required. Resolve any errors associated with the system. Enter transcribed information from the Dictaphone System into operating databases. Communicate with officers and management in resolving incident reporting matters. Maintain statistical data and provide to management. Provide dispatch support in emergency/catastrophic situations. Work closely with the Lead Information Technology Specialist and/or Data Application Analyst on status and problematic issues and when necessary, report to management. Assist in resolving inconsistent data. Must be proficient in using computers and computer applications such as Excel, Word, Access, and PowerPoint. Must be detail oriented and possess the ability to extract specific data elements for entry into various support systems and validate data. Must have strong communication skills. Requires an associate's degree with at least 5 years of experience in the field or in a related area.

Alarm Technician I
Installs, tests, troubleshoots, programs, maintains, and repairs attendant consoles, fire alarms, intrusion alarms, and computer data circuits and related apparatus. Analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. They maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories. Proficient in using and programming various alarm panels. Able to complete projects such as creating and maintaining databases related to various types of alarms. Perform database maintenance activities including area code scrubbing and updating, reprogramming of alarm systems, dispatching service personnel, and handling/troubleshooting customer complaints. Obtain feedback from communication center staff and design solutions for improving the operational efficiency and effectiveness of alarm systems. Implement work schedules and produce remote access reports providing customers with a listing of opening/closing times and other required information generated by alarm systems. Work effectively with communications center staff, other managers, public safety personnel, and clients in variety of critical situations involving various alarm systems. Transform alarm account data into various configurations, including 800 number access. Must be experience in burglar alarm systems and with a variety of commercial and residential alarm panels. Must be capable of handling variety of customer service issues related to billing, service follow-up, and maintenance of alarm systems. Must service a variety of alarm monitoring and logging systems and be familiar with radio dispatch systems, digital communications recording systems, various alarm related computer databases, closed circuit security camera systems. Must have in-depth understanding of the interface between alarm systems, telephone and radio systems, and access control systems protocols and operations. Requires a high school diploma or its equivalent, a completed apprenticeship and/or formal training in area of specialty and 0-2 years of experience in the field or in a related area.

Alarm Technician II

Installs, tests, troubleshoots, programs, maintains, and repairs attendant consoles, fire alarms, intrusion alarms, and computer data circuits and related apparatus. Analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. They maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories. Proficient in using and programming various alarm panels. Able to complete projects such as creating and maintaining databases related to various types of alarms. Perform database maintenance activities including area code scrubbing and updating, reprogramming of alarm systems, dispatching service personnel, and handling/troubleshooting customer complaints. Obtain feedback from communication center staff and design solutions for improving the operational efficiency and effectiveness of alarm systems. Implement work schedules and produce remote access reports providing customers with a listing of opening/closing times and other required information generated by alarm systems. Work effectively with communications center staff, other managers, public safety personnel, and clients in variety of critical situations involving various alarm systems. Transform alarm account data into various configurations, including 800 number access. Must be experience in burglar alarm systems and with a variety of commercial and residential alarm panels. Must be capable of handling variety of customer service issues related to billing, service follow-up, and maintenance of alarm systems. Must service a variety of alarm monitoring and logging systems and be familiar with radio dispatch systems, digital communications recording systems, various alarm related computer databases, closed circuit security camera systems. Must have in-depth understanding of the interface between alarm systems, telephone and radio systems, and access control systems protocols and operations. Requires a high school diploma or its equivalent, a completed apprenticeship and/or formal training in area of specialty and 2-4 years of experience in the field or in a related area.

Data Application Analyst I

Maintain information on all alarm accounts including devices, contacts, users, zones, and panel information. Place accounts on test as requested. Disable accounts as requested. Document instructions/procedures. Create and delete accounts. Update files. Contact security managers and/or emergency contacts to obtain current information when necessary. Review alarm accounts by contacting security managers and/or emergency contacts to obtain current information for contact and user lists. Verify schedules for opens/closes with alarm accounts. Make necessary changes in databases. Communicate with remote programmers on account related matters. Work closely with the Lead Information Technology Specialist or Communication Center Communication Center Site Manager on status and problematic issues. Assist in resolving inconsistent data. Log all updates and provide status reports to management on these updates. Provide statistical reports and other reports as requested. Provide IT support as needed. Serve as backup supervisor during catastrophic/emergency events. Provide recommendations on operational procedures. Works under the direction of the Data Application Analyst II. Requires a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area.

Data Application Analyst II
Provide guidance to all Data Entry personnel, including the Data Application Analyst I, in managing all information systems. Resolve discrepancies in information. Perform quality assurance tasks, review tasks of other team members for accuracy. Maintain expert knowledge of the operations of all information systems. Provide training to personnel on the operations of each system. Provide recommendations on how to use each system efficiently. Recommend procedures and processes for operations of system. Provide guidance to the dispatch community on system usage. Maintain information in all databases. Develop creative information solutions using standard applications. Maintain all tracking and logging solutions and provide statistical data using this information. Provide assistance to the Lead Information Technology Specialist in all areas of Information Management. This includes some limited project management responsibilities. Serve as backup supervisor during catastrophic/emergency events. Provide recommendations on operational procedures. Works under the direction of the Government IT Specialist or Communication Center Site Manager. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area.

Operations Manager
Responsible for the operations activities and contract staff. Responsible for ensuring the contract staffs conformance to the customer's SOPs, company employee guidelines and regulations, and other company or customer requirements as assigned. Maintain high standards of alarm monitoring and emergency communication, and public safety dispatching standards. Directly or through subordinate supervisors, organize and plan the work of the contract alarm monitoring and emergency communications staff. Respond to customer's concerns about education, safety and communication issues. Meet with representatives of user agencies, affiliated agencies, and other local, state or federal agencies in matters related to emergency communications, alarm monitoring and public safety dispatching. Maintain knowledge of ongoing technical and legal developments and meet with representatives of the client to guarantee the ability to meet current and future needs and ensure compliance with applicable laws and SOPs. Requires a bachelor's degree with at least 8 years of experience in the field.

Training Assistant
Assist with the development and maintenance of a professional public safety/alarm dispatch training program. Assist with the coordination of cross training. Assist with updating training materials and standard operating procedures to reflect current job requirements. Conduct new hire introduction training in a classroom setting following the established training guidelines. Assist with maintenance of a training database. Research and present to the Trainer/Training Coordinator recommendations for outside training programs and tools that will benefit dispatchers. Assist with maintenance of standard evaluation guidelines based on performance expectations as established in coordination with the Trainer/Training Coordinator and Supervisors. Assist with the development of remedial training plans as needed with the Trainer/Training Coordinator. Assist with updating existing training programs and the development of in-service training as needed to reach quality assurance standards. Requires a high school diploma or its equivalent in a related area and 0-2 years of experience in the field or in a related area.

Trainer/Training Coordinator
Possess all qualifications, knowledge, skills, and abilities as a non-supervisory (operator/ dispatcher) and perform duties when directed to do so by the Communication Center Site Manager. Responsible for the overall training of dispatchers and dispatch supervisors. Monitor and report the effectiveness of training on employees during the orientation period and for career development. Evaluate weaknesses and provide additional training as needed. Require three (3) years experience as a trainer in a dispatch center. Completely knowledgeable of the daily dispatch functions and related equipment. Conduct training in the following areas: telephone and radio protocol, accuracy in recording data, and standard operating procedures. Develop and present classroom and on the job training curriculum. Create lesson plans with interim performance objectives related to each lesson plan. Maintain training files. Develop and present effective testing for on the job performance and classroom lesson plans written tests. Conduct needed annual and regular refresher training. Ensure that all training is in alignment with Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) standards. Submit training plans, materials, and objectives for review, new procedures/policies/equipment, etc. Relies on instructions and pre-established guidelines to perform the functions of the job. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Remote Alarm Programmer
Provide onsite alarm panel programming and diagnostics. Ensure all alarm panels are communicating with the receiver(s) using the correct reporting format. Provide a consistency in the programming parameters throughout the regions inventory. Overlook submitted documentation for accuracy and complete panel information as to expedite the online time. Responsible for ensuring the Programming MAR document is up to date. Ensure the installing contractor is in receipt of all required documentation. Coordinate with the Agency/Contractor for date and time of download and testing. Verify all zones are active and reporting properly through a complete walk test. Report any deficiencies found to the installer/agency for guidance or procedures. Responsible for ensuring the new alarm system is in the enabled mode for monitoring. Initiate action on requests from agencies for normal user additions and deletions. Periodically dial into panels for line testing. Help and support the data entry personnel on updates and changes to panel information. Maintain the alarm receivers and printers. Ensure the dispatch staff is aware of any changes that may affect the normal operations of the SIS software. Implement new updates to alarm panels, receivers, and software as needed. Requires an associate's degree in a related area and 2-5 years of experience in the field or in a related area.

Database Administrator
Administer, install, maintain, and upgrade databases that may reside on servers, such as Microsoft SQL Server 2000, stand alone, such as Microsoft Access, or web-accessed databases. Administer, install, maintain, and upgrade network infrastructure components, including hubs, routers, and firewalls. Utilize a full range of hardware and software to support the daily mission. Provide preventative solutions to administrative and maintenance challenges for all databases housed by the customer. Evaluate and install Applications Developers changes to production database. Plan, coordinate, or execute all activities related to design, implementation, backup, and recovery of databases across multiple platforms and systems. Perform SQL statement tuning. Evaluate database layout and make recommendations for changes/redesigns. Assist in the development of

SQL server design and development standards. Develop/modify system documentation. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area.

Network Engineer

Performs duties as a network engineer in support of the operations, processes and/or requirements gathering for the Customer's information technology infrastructure. Regularly assess the current IT state, as well as the development and operation of systems to identify factors such as interoperability, cost efficiency, security, and trends which may affect the operating elements. Serve as a technical expert in the area of local and wide area networks, systems administration of network operating systems, systems security and other network-based applications. Apply network and information technology architecture sufficient to manage the design of network architectures, including evaluating and defining infrastructure requirements, selecting hardware and software components, coordinating network implementation planning and oversee testing and implementation of information technology systems that are critical to the Customer's success. Manage network server-based and personal computer-based applications, implementation of new systems, conduct post-implementation evaluation and make recommendations and systems maintenance activities, including personal computers and other peripherals. Ensure confidentiality, integrity, and availability of systems, networks and data through the planning, analysis, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools. Must possess technical knowledge and expertise in planning, installation, implementing, and maintaining Microsoft Windows Workstation and Server operating systems, MS-Windows Active Directory, network protocols/architectures TCP/IP, DHCP, DNS, VPN, Windows Routing and Remote Access in a LAN/WAN Ethernet/Gigabit based network. Interface with a variety of individuals ranging from Political Appointees, members of the Senior Executive Services, executive management, Law Enforcement Officers, computer and communications specialists, technical experts, security consultants, and other agency personnel. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area.

Senior Alarm Systems Technician

Proficient in using and programming various alarm panels. Able to complete and/or direct projects such as creating and maintaining databases related to various types of alarms. Perform and/or directs others to perform database maintenance activities including area codes, reprogramming of alarm systems, dispatching service personnel, and handling/troubleshooting customer complaints. Obtain or direct others to obtain feedback from communication center staff and design solutions for improving the operational efficiency and effectiveness of alarm systems. Design and direct the implementation of work schedules and produces and/or directs others to produce remote access reports providing customers with a listing of opening/closing times and other required information generated by alarm systems. Work effectively with communications center staff, other managers, public safety personnel, and clients in variety of critical situations involving various alarm systems. Transform and/or direct others to transform alarm account data into various configurations, including 800 number access. Must be fully trained in operating and programming access systems. Must have in-depth knowledge of burglar alarm systems and with a variety of commercial and residential alarm panels. Coordinate and handle variety of customer service issues related to billing, service follow-up, and maintenance of alarm systems. Service and/or direct others to service a variety of alarm monitoring and logging systems and be familiar with radio dispatch

systems, digital communications recording systems, various alarm related computer databases, closed circuit security camera systems. Must be familiar with mapping systems as they relate to alarms, have an in-depth understanding of the interface between alarm systems, telephone and radio systems, and access control systems protocols and operations. Requires a high school diploma or its equivalent, a completed apprenticeship and/or formal training in area of specialty and 4-6 years of experience in the field or in a related area.

System Administrator

Perform a wide range of computer related duties, including installing, maintaining, troubleshooting, and specifying computer and network hardware and software. Responsible for installing, configuring, and maintaining Windows workstations and servers. Administer, install, maintain, troubleshoot, and upgrade Windows workstations and server hardware and software. Monitor and optimize the system to achieve optimum level of performance. Ensure data integrity of Windows workstations/servers by evaluating, implementing, and managing appropriate software and hardware solutions. Ensure data recoverability by implementing a robust methodology for performing system backups and database archive operations. SQL Databases Administration, including administer, install, maintain, troubleshoot, and upgrade databases that may reside on servers, such as Microsoft SQL Server 2000, stand alone, such as Microsoft Access, or web-accessed databases. Network Systems Administration, including administer, install, maintain, troubleshoot, and upgrade network infrastructure components, including hubs, routers, and firewalls. Requires a bachelor's degree or its equivalent and 2-4 years of experience in the field or in a related area.

Telecommunications Specialist

Responsible for monitoring and evaluating PBX operations. Research, redesign, analyze, install, modify, maintain, troubleshoot, and repair complex electronic systems and subsystems for telecommunications, electronic instrumentation systems, and equipment. Review and analyze technical documentation to ensure adequate telecommunications support equipment has been identified in support of new equipment installations. Recognize and identify potential areas where existing policies and procedures require change, or where new ones need to be developed. Monitor voice communication equipment performance, maintain an inventory and report activity levels on voice communication systems. Perform analysis of system-generated statistics and make recommendations for hardware/software/traffic configurations and resource allocation. Coordinate changes in voice communication requirements caused by changes in the business needs of the Customer. Manage telecommunications systems that include multiple configurations of stations and trunks including analog loop, T1, BRI, PRI, analog DID, and analog E&M, which also supports advanced applications, such as voice messaging, unified messaging, digital networking, and basic and enhanced call centers. Maintain, monitor, and analyze dial tone circuits. Serve as the main contact for user inquiries regarding voice communications equipment use, capabilities and on-site troubleshooting. Interface with a variety of individuals ranging from Political Appointees, members of the Senior Executive Services, executive management, Law Enforcement Officers, computer and communications specialists, technical experts, security consultants, and other agency personnel. Requires an associate's degree or its equivalent and 2-4 years of experience in the field or in a related area.

Information Systems Security Officer/Specialist

The primary purpose of the position is to provide expertise as the Information Systems Security Officer ISSO, during the Certification and Accreditation process for all customer applications during follow on performance of the contract. Information Systems Security Officer (ISSO) shall be assigned to each major application and General Support System. The ISSO is the focal point for information assurance activities in each customer component at the IT system level. This includes ensuring that appropriate steps are taken to implement information security requirements for automated information systems throughout their life cycle, from the requirements definition phase through disposal. ISSO's assigned to operational systems must ensure that the system and data being processed on it are not only adequately protected but also are available to the user community when needed. General Support System ISSO's are normally assigned at offices containing local area networks and routinely interface with system users, system and network administrators, and site facility personnel. Implements higher-level security requirements such as those resulting from laws, regulations, or Presidential directives. Integrates security programs across disciplines. Defines the scope and level of detail for security plans and policies applicable to the security program. Assess new systems design methodologies to improve software quality. Leads implementation activities. Institutes measures to ensure awareness and compliance. Identifies need for changes based on new security technologies or threats. Reviews and evaluates security incident response policies. Develops long-range plans for IT security systems that anticipate, identify, evaluate, mitigate, and minimize risks associated with IT systems vulnerabilities. Reviews proposed new systems, networks, and software designs for potential security risks. Resolves integration issues related to the implementation of new systems with the existing infrastructure. Requires a bachelor's degree with at least 5 years of experience in the field.

Lead Alarm Remote Programmer
Responsible for the project management for the Help Desk, which includes coordination support on new system installations throughout the regions serviced by the customer. This support will include complete project management on assigned projects. Prior to the absence or unavailability of the contractor's Communication Center Site Manager, a Lead Alarm Remote Programmer (LARP), full-time or part-time upper-level manager shall be identified and provided by the contractor. This Lead Alarm Remote Programmer shall have the same contract management responsibilities, duties, authority and access as the primary Communication Center Site Manager, whenever the primary Communication Center Site Manager is absent or unavailable. Requires a high school diploma with 4-6 years of experience in with AutoCAD software and drawing concepts.

Technical Support Desk Manager
Responsible for the project management for the Technical Support Desk, which includes coordination support on new system installations throughout the regions serviced by the customer. This support will include complete project management on assigned projects. The position provides customer with a full time Project Manager to manage the coordination between client agencies and any other interested parties concerning all Technical Support Desk services and all new electronic security installations that have to be integrated in the customer. Prior to the absence or unavailability of the contractor's Communication Center Site Manager, a Technical Support Desk Manager, full-time or part-time upper-level manager shall be identified and provided by the contractor. This Technical Support Desk Manager shall have the same contract management responsibilities, duties, authority and access as the primary Communication Center Site Manager,

whenever the primary Communication Center Site Manager is absent or unavailable. Requires a high school diploma or equivalent and 3-6 years of experience in the field or in a related area.

Communication Center Site Manager

Oversee the development and overall operation of a communications center. Promote a positive working environment using Total Quality Management concepts and practices. Provide leadership to all communication center personnel. Assist in the preparation of operating plans and budgets. Evaluate and assist in developing current and new products and services to meet customer needs. Oversee integration of new projects and/or contracts into communication center operations. Monitor overall communication center performance indicators and make necessary improvements. May evaluate new capital equipment purchases. Oversee communication center training program. Responsible for managing staffing issues relating to hiring, discipline and termination of employees. Must have an in-depth familiarity with police and radio dispatch protocols, expertise in management reporting, communication center operations management, project controls, alarm systems monitoring and quality assurance programs. Possess excellent communications skills to effectively direct the activities of subordinate staff and have proficiency in producing written reports. Requires a bachelor's degree with at least 5 years of experience in the field or in a related area.

Senior Radio Frequency Engineer

Senior Radio Frequency Engineer has an extensive background in Radio Frequency (RF) engineering, radio frequency spectrum management, and other technologies required to design, implement, support, and manage secure radio transmission for Federal Agencies. Requires regular interface with senior government staff and the ability to communicate effectively both orally and in writing, prepare and present presentations, and manage staff responsible for Radio Systems. Ability to apply knowledge of scientific concepts, principles, and practices in the field of RF spectrum utilization. Well qualified to prepare and deliver presentations in support of customer activities. Specific job titles may include: Senior RF Engineer, Radio Frequency Manager, Senior Consultant, Radio Communications Specialist. B.S. degree in Electrical Engineering and significant experience which demonstrates a thorough understanding of RF technology. Ten or more years of experience are required. Advanced degree may be substituted for some experience. Must be capable of obtaining a Secret Security Clearance.

Radio Technician

The Radio Technician performs highly skilled technical work and serves as a technical expert in regional 800 MHz Radio Systems, trunked communications system, digital microwave and associated electronic equipment. The incumbent provides system planning, troubleshooting and maintenance of regional trunking radio system infrastructure. The position performs very complex, advanced technical work, which requires a high degree of training and expertise.

The Radio Technician works with a high degree of independence under broad program guidelines and general supervision of the Technical Services Manager. Requires an associate's degree or its equivalent and 2-4 years of experience in the field or in a related area.

Key Tasks and Duties

- Interprets schematic diagrams and performs repairs on portable and mobile two-way radios, mobile data terminals, voting receivers, digital microwave equipment, radio control consoles,

800 MHz repeaters, 800 MHz data base stations, alarm systems, intercoms and antenna systems.

- Performs broad level repairs on multiplexers, controllers, and channel banks.
- Develops and coordinates routine preventative maintenance on all telecommunications equipment to include portable and mobile two-way radios, vhf, uhf, 800 MHz base stations and repeaters, digital microwave systems, mobile data systems, etc.
- Installs two-way radios, base states, microwave radios, antenna systems, and mobile data terminals.

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least five years experience in radio systems technology or a related field with emphasis on systems maintenance and trouble-shooting
- Associate's degree with major course work in communications technology or a related field may substitute for the required experience.
- Ability to obtain Secret Security Clearance.

SIN 246-54 – GUARD SERVICES
2013-2014 Price List

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
San Francisco Area
DOL Wage Determination No. 05-2059, Rev. 14 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 28.14
Guard II	$ 46.35
Guard Supervisor I (Sergeant)	$ 50.13
Guard Supervisor II (Lieutenant)	$ 55.16
Guard Supervisor II (Captain)	$ 61.45
Alarm Monitor/Dispatcher 1	$ 49.98
Alarm Monitor/Dispatcher 2	$ 53.62
Alarm Monitor/Dispatcher 3	$ 57.27
Alarm Monitor/Dispatcher 4	$ 60.91
Alarm Monitor/Dispatcher 5	$ 64.56
Alarm Monitor/Dispatcher Supervisor 1	$ 69.37
Alarm Monitor/Dispatcher Supervisor 2	$ 74.18
Alarm Monitor/Dispatcher Supervisor 3	$ 78.99

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Denver, CO Area
DOL Wage Determination No. 05-2081, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 26.23
Guard II	$ 39.68
Guard Supervisor I (Sergeant)	$ 42.86
Guard Supervisor II (Lieutenant)	$ 47.09
Guard Supervisor II (Captain)	$ 52.38
Alarm Monitor/Dispatcher 1	$ 37.60
Alarm Monitor/Dispatcher 2	$ 40.26
Alarm Monitor/Dispatcher 3	$ 42.91
Alarm Monitor/Dispatcher 4	$ 45.57
Alarm Monitor/Dispatcher 5	$ 48.22
Alarm Monitor/Dispatcher Supervisor 1	$ 51.73
Alarm Monitor/Dispatcher Supervisor 2	$ 55.23
Alarm Monitor/Dispatcher Supervisor 3	$ 58.73

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
District of Columbia Area
DOL Wage Determination No. 05-2103, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 25.44
Guard II	$ 38.44
Guard Supervisor I (Sergeant)	$ 41.51
Guard Supervisor II (Lieutenant)	$ 45.59
Guard Supervisor II (Captain)	$ 50.70
Alarm Monitor/Dispatcher 1	$ 37.01
Alarm Monitor/Dispatcher 2	$ 39.62
Alarm Monitor/Dispatcher 3	$ 42.23
Alarm Monitor/Dispatcher 4	$ 44.84
Alarm Monitor/Dispatcher 5	$ 47.45
Alarm Monitor/Dispatcher Supervisor 1	$ 50.89
Alarm Monitor/Dispatcher Supervisor 2	$ 54.33
Alarm Monitor/Dispatcher Supervisor 3	$ 57.77

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Battle Creek Area
DOL Wage Determination No. 05-2277, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 24.43
Guard II	$ 31.94
Guard Supervisor I (Sergeant)	$ 34.42
Guard Supervisor II (Lieutenant)	$ 37.72
Guard Supervisor II (Captain)	$ 41.85
Alarm Monitor/Dispatcher 1	$ 34.27
Alarm Monitor/Dispatcher 2	$ 36.66
Alarm Monitor/Dispatcher 3	$ 39.05
Alarm Monitor/Dispatcher 4	$ 41.44
Alarm Monitor/Dispatcher 5	$ 43.83
Alarm Monitor/Dispatcher Supervisor 1	$ 46.98
Alarm Monitor/Dispatcher Supervisor 2	$ 50.13
Alarm Monitor/Dispatcher Supervisor 3	$ 53.29

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
New York City Area
DOL Wage Determination No. 05-2375, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 34.16
Guard II	$ 38.10
Guard Supervisor I (Sergeant)	$ 41.13
Guard Supervisor II (Lieutenant)	$ 45.17
Guard Supervisor II (Captain)	$ 50.22
Alarm Monitor/Dispatcher 1	$ 34.72
Alarm Monitor/Dispatcher 2	$ 37.14
Alarm Monitor/Dispatcher 3	$ 39.56
Alarm Monitor/Dispatcher 4	$ 41.99
Alarm Monitor/Dispatcher 5	$ 44.41
Alarm Monitor/Dispatcher Supervisor 1	$ 47.61
Alarm Monitor/Dispatcher Supervisor 2	$ 50.81
Alarm Monitor/Dispatcher Supervisor 3	$ 54.01

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Philadelphia PA Area
DOL Wage Determination No. 05-2449, Rev. 13 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 26.71
Guard II	$ 35.53
Guard Supervisor I (Sergeant)	$ 38.33
Guard Supervisor II (Lieutenant)	$ 42.07
Guard Supervisor II (Captain)	$ 46.74
Alarm Monitor/Dispatcher 1	$ 36.59
Alarm Monitor/Dispatcher 2	$ 39.16
Alarm Monitor/Dispatcher 3	$ 41.73
Alarm Monitor/Dispatcher 4	$ 44.31
Alarm Monitor/Dispatcher 5	$ 46.88
Alarm Monitor/Dispatcher Supervisor 1	$ 50.28
Alarm Monitor/Dispatcher Supervisor 2	$ 53.68
Alarm Monitor/Dispatcher Supervisor 3	$ 57.07

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Gonzales Consulting Services, Inc.
GS-07F-5439P

SIN 246-54 - GUARD SERVICES
Period of Performance: 11/24/13 - 11/23/14
Price List
Fort Hood Area
DOL Wage Determination No. 05-2523, Rev. 14 (06/19/2013)

Labor Category	Hourly Rate
Guard I	$ 27.74
Guard II	$ 32.41
Guard Supervisor I (Sergeant)	$ 34.92
Guard Supervisor II (Lieutenant)	$ 38.28
Guard Supervisor II (Captain)	$ 42.48
Alarm Monitor/Dispatcher 1	$ 32.16
Alarm Monitor/Dispatcher 2	$ 34.38
Alarm Monitor/Dispatcher 3	$ 36.60
Alarm Monitor/Dispatcher 4	$ 38.83
Alarm Monitor/Dispatcher 5	$ 41.05
Alarm Monitor/Dispatcher Supervisor 1	$ 43.98
Alarm Monitor/Dispatcher Supervisor 2	$ 46.91
Alarm Monitor/Dispatcher Supervisor 3	$ 49.84

NOTES:

(1) - Travel costs shall be invoiced based on specific locations in accordance with Federal Travel Regulations.

(2) - The Industrial Funding Fee (IFF) is included in the quoted hourly rate.

Listed below are generic labor category descriptions. As job qualifications, duties, and responsibilities are defined by each statement of work, the descriptions are not meant to be all-inclusive. Duties will vary based upon the requirements of individual statements of work and/or as required by the client. Custom title, job descriptions and labor costs are developed in response to client need and tasking.

SIN 246-54 – GUARD SERVICES

Guard I
This guard carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to appropriate authority. The primary duty is to observe and report security and emergency situations. This guard intervenes directly only in situations which require minimal action to safeguard property or persons. Duties require minimal training and physical fitness standards. Requires a high school diploma or its equivalent and 0-2 years of experience in the field or in a related area.

Guard II
The Guard II enforces regulations and procedures designed to prevent breaches of security, exercises judgment and uses discretion in responding to incidents and emergencies, determining whether to intervene directly, ask for assistance as time permits, keep situation under control or surveillance, or to report incident or situation to the appropriate authority for handling. Duties require specialized training in methods and techniques of protecting controlled areas. The Guard II is required to demonstrate proficiency with firearms and other special weapons, and to meet rigorous physical fitness standards. Requires a high school diploma or its equivalent and 3-5 years of experience in the field or in a related area.

Guard Supervisor I (Sergeant)
Supervises the daily activities of a guard unit. Determines workflow and scheduling. Implements operational polices and procedures. Familiar with a variety of security guard concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Reports to a Guard Supervisor II (Lieutenant).
Duties and responsibilities of this position include:
- Supervise security personnel
- Responsible for security activity in buildings
- Making daily rounds of the buildings and grounds
- Providing emergency response as needed
- Training and supervising security employees
- Maintaining security records and reports
- Responding to, reporting, investigating, and documenting security incidents
- Available to make security decisions while Guard Manager is not present
- Set exemplary professional appearance to provide benchmark for site Officers.
- Prepare detailed Incident Reports for all emergencies or serious incidents
Qualifications:
Ability to perform supervisory functions, train and evaluate performance of security personnel, schedule work assignments, and enforce security practices and procedures.
- Ability to communicate effectively and to prepare, maintain and analyze records and reports.
- Knowledge of security and safety guidelines, and of laws and regulations that affect security policies, procedures and operations
- Knowledge of security technology and security project implementation
- Must be 21 years of age or have three years-responsible work experiences
- Must have a high school diploma or GED equivalent

- Must be able to read, write and understand English
- Must be eligible to work in the United States
- Comes to work; is on time and completes shift assignments (including overtime, if assigned)
- Has a neat, professional appearance and comes to work in complete and clean assigned uniform

Guard Supervisor II (Lieutenant)

Supervises the daily activities of multiple guard units. Determines workflow and scheduling the individual guard units and the interactions between the units. Implements operational polices and procedures. Familiar with a variety of security guard concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Reports to a Guard Supervisor III (Captain).

Duties and responsibilities of this position include:

- Supervise security personnel
- Responsible for security activity in buildings
- Making daily rounds of the buildings and grounds
- Providing emergency response as needed
- Training of Guard Supervisor I personnel
- Designs training programs and writes standard operating procedures.
- Maintaining security records and reports
- Responding to, reporting, investigating, and documenting security incidents
- Available to make security decisions while Guard Manager is not present
- Set exemplary professional appearance to provide benchmark for site Officers.
- Prepare detailed Incident Reports for all emergencies or serious incidents

Qualifications:

Ability to perform supervisory functions, train and evaluate performance of security personnel, schedule work assignments, and enforce security practices and procedures.

- Ability to communicate effectively and to prepare, maintain and analyze records and reports.
- Knowledge of security and safety guidelines, and of laws and regulations that affect security policies, procedures and operations
- Knowledge of security technology and security project implementation
- Must be 21 years of age or have three years-responsible work experiences
- Must have a high school diploma or GED equivalent
- Must be able to read, write and understand English
- Must be eligible to work in the United States
- Comes to work; is on time and completes shift assignments (including overtime, if assigned)
- Has a neat, professional appearance and comes to work in complete and clean assigned uniform
- Previous security supervisory experience

Guard Supervisor III (Captain)

Supervises the daily activities and provides oversight of multiple guard units. Will be involved in administrative, financial/budgetary, operations/labor relations. Responsible for the budget and reporting of the overall guard function. Ensures the implementation of the operational polices and procedures. Familiar with a variety of security guard concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a divisional manager or director.

Duties and responsibilities of this position include:

- Supervise security personnel
- Responsible for security activity in buildings
- Making daily rounds of the buildings and grounds
- Providing emergency response as needed
- Training of Guard Supervisor I personnel
- Designs training programs and writes standard operating procedures.
- Maintaining security records and reports
- Responding to, reporting, investigating, and documenting security incidents
- Available to make security decisions while Guard Manager is not present
- Set exemplary professional appearance to provide benchmark for site Officers.
- Prepare detailed Incident Reports for all emergencies or serious incidents

Qualifications:

Ability to perform supervisory functions, train and evaluate performance of security personnel, schedule work assignments, and enforce security practices and procedures.

- Ability to communicate effectively and to prepare, maintain and analyze records and reports.
- Knowledge of security and safety guidelines, and of laws and regulations that affect security policies, procedures and operations
- Knowledge of security technology and security project implementation
- Must be 21 years of age or have three years-responsible work experiences
- Must have a high school diploma or GED equivalent
- Must be able to read, write and understand English
- Must be eligible to work in the United States
- Comes to work; is on time and completes shift assignments (including overtime, if assigned)
- Has a neat, professional appearance and comes to work in complete and clean assigned uniform

Previous security supervisory experience

Alarm Monitor/Dispatcher 1

Possess aptitude and ability to learn alarm monitoring and dispatching skills as demonstrated through prior Computer Aided Dispatch or manual dispatch achievement. Must be capable of successfully completing basic Association of Public Communications Officials Inc. (APCO) telecommunicator certification requirements. Under the direction of an Alarm Monitor/Dispatcher 4 or other designed personnel, answer incoming telephone calls and alarms, obtain information concerning police and other emergency incidents. Under the direction of an Alarm Monitor/Dispatcher 4 or other designed personnel, establish a priority of importance based on information received from initial telephone/alarm notification. Record or note pertinent information obtained from telephone calls, such as caller name, contact telephone number, the nature of the emergency situation, incident location, and type of assistance required. Under the direction of an Alarm Monitor/Dispatcher 4 or other designed personnel, direct the response to incidents by conducting tests of emergency systems and contacting local, state, and federal officials to coordinate emergency situations. Maintain logs of all incoming calls. Must be capable of operating voice radio communication systems and maintaining voice radio communications on assigned networks. Relay calls for service to appropriate personnel and take messages as required. Accurately record emergency information and transmit this information to responsible personnel. Capable of maintaining a calm demeanor at all time during emergency situations. Must successfully complete a probationary period to be deemed fully qualified for advancement to Alarm Monitor/Dispatcher 2. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher 2

Must meet all Level 1 requirements. Must be fully trained and capable of independent performance in at least one region. Must have Association of Public Communication Officials Inc. (APCO) basic telecommunicator certification. Answer incoming telephone calls and alarms, obtain information concerning police and other emergency incidents. Responsible for establishing a priority of importance based on information received from initial telephone/alarm notification. Must complete all training necessary to make, receive and distribute queries on the National Criminal Information Center (NCIC), Justice Telecommunications System (CJIS/JUST) and state law enforcement databases. Must demonstrate ability to write clear, concise and timely reports, activity log entries and data. Must consistently demonstrate good teamwork, arrive for work timely, having no unexcused absences and be supportive of customer's initiatives. Consistently demonstrate good customer service techniques and skills. Maintain poise and self-control in a wide variety of stressful situations. Requires a high school diploma with 2-4 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher 3

Must meet all Level 2 requirements. Demonstrate ability to write clear, concise and timely reports, activity log entries and data. Consistently demonstrate good teamwork, arrive for work timely, have no unexcused absences and be supportive of customer's initiatives. Maintain poise and self-control in a wide variety of stressful situations. Must be fully trained and capable of independent performance in all government regions supported by the customer and be able to successfully perform dispatching duties in all regions. Capable of accessing, with little assistance, the National Criminal Information Center (NCIC) and the appropriate state crime databases for all states in

regions where qualified to work. Willing to work in regions where qualified on short notice (i.e., to work as a "rover" when requested). Consistently demonstrate above average customer service skills by going beyond the minimum requirements to provide assistance and information when requested. Act as a mentor to newly hired and less experienced employees. Occasionally perform as a Trainer for new employees when requested. Requires a high school diploma with 4-6 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher 4
Must meet all Level 3 requirements. Must be fully trained and capable of independent performance in all government regions supported by the customer and be able to successfully perform dispatching duties in all regions. Act as a Trainer for new employees either on a part-time/as-needed basis or for a complete "training cycle." Demonstrate initiative by assisting shift supervisors with completion of some routine supervisory documentation not related to personnel issues. Requires a high school diploma with 6-8 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher 5
Must meet all Level 4 requirements. Must be fully trained and capable of independent performance in all government regions supported by the customer and be able to successfully perform dispatching duties in all regions. Have a minimum of two (2) years experience that provides demonstrated knowledge of dispatching and communications operations. Successfully complete Association of Public Communications Officials Basic Telecommunicator Training program, Association of Public Communications Officials Project 33 Standards for Telecommunications Training for APCO Institute Basic Telecommunicator Training certificate, all law enforcement information systems certifications used, and in-house testing. Demonstrate superior customer service skills by providing the best possible level of customer service in all situations. Capable of completing most supervisory-related administrative duties with minimal oversight and assistance. Be capable of performing as an "Active" Supervisor (only when working as a team with another Shift Supervisor on duty) as needed, including monitoring the performance of other alarm monitors/dispatchers and recommending corrective action to be taken by the Shift Supervisor on duty when needed. Maintain confidentiality of information read or heard while performing as an "Acting" Supervisor. Successfully demonstrate ability to deal with the public, government employees, and other law enforcement agencies using radio and telephone communications. Demonstrate ability to verbally communicate in a clear and concise manner on both telephone and radio systems. Ability to receive and correctly process emergency communications by telephone and radio transmissions, alarm automation software (SIS), Alarm System and Telephone Deaf Display units. Make accurate entries in MS Word and MS Excel programs. Type 35 words per minute with less than one (1) mistake on average. Clearly, accurately, and concisely complete basic activity logs of calls, actions taken, and case report numbers issued. Operate all dispatch-related computer equipment and maintain poise and self-control under stress. Requires a high school diploma with 8-10 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher Supervisor 1
Successfully complete all alarm monitoring/dispatching duties from Level 1 through Level 5. Lead lower level Alarm Monitors/Dispatchers in responding to police and emergency incidents. Direct the response to such incidents. Independently answer incoming telephone calls and alarms, obtain information concerning police and other emergency incidents. Lead lower level Alarm Monitors/Dispatchers in obtaining instructions and requests for assistance. Responsible for leading or assisting others in establishing a priority of importance based on information received from initial telephone/alarm notification. Conduct routine testing of emergency systems. Contact local, state, and federal officials to coordinate emergency situations. Oversee the maintenance logs of all alarm activities. Make or lead others in making telephone calls as required to facilitate problem resolution. Maintain or lead others in maintaining complete, up-to-date emergency notification listings for all personnel necessary to respond to alarms, incidents, and other situations. Provide leadership to lower level Alarm Monitors/Dispatchers in maintaining a calm demeanor at all time during emergency situations. Requires a high school diploma with at least 10 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher Supervisor 2
Successfully complete all alarm monitoring/dispatching duties from Level 1 through Level 5 and Alarm Monitor/Dispatcher Supervisor 1. Supervise daily shift operations. Must effectively communicate with employees and provide appropriate motivation. Monitor telephone etiquette, promptness of call receipt, and timeliness of call routing to assigned staff. Develop skills of subordinate personnel through training and on-the-job procedures. Communicate information, policies, and procedures to subordinate staff. Maintain departmental records and produce reports as required. Perform annual performance evaluations of subordinate personnel. Provide input to work schedules and ensure personnel are notified of upcoming work schedules. Provide input to other supervisors and to the Communication Center Site Manager in the development of goals and objects for the department. Maintain involvement in assigned incident follow-up activities. Immediately resolve any problems in the work place and promote high levels of employee morale. Routinely fill employee absenteeism due to illness, vacation, and other time off. Ensure the communication center is in full compliance with the rules and regulations governing the operations of the communication center. Requires a high school diploma with at least 12 years of experience in the field or in a related area.

Alarm Monitor/Dispatcher Supervisor 3
Successfully complete all alarm monitoring/dispatching duties from Level 1 through Level 5, Alarm Monitor/Dispatcher Supervisor 1 and 2. Responsible for all aspects of dispatch operation during the shift assigned. Provide supervision of personnel, to include the assignment/review of work. Ensure alarm monitors/dispatchers follow established protocols. Verify dispatching equipment is operating properly. Prepare and send all required reports. Complete all duties for any staff members whenever staff has to leave the dispatch area. Develop schedule to ensure proper staffing. Schedule training for Alarm Monitors/Dispatcher Levels 1 through 5. Handle all issues for non-supervisory staff when they need assistance. Conduct initial interview of alarm monitoring/dispatching candidates. Research and provide response to inquiries, issues, or complaints. Serve as alarm monitor/dispatcher during surge periods. Change video/audio

recording media, as required, and store. Support the Communication Center Site Manager in defining workload requirements and optional dispatch staff levels per shift; defining training requirements above mandatory levels, which may enhance alarm monitor/dispatcher capabilities; and provide input to various reporting requirements; provide regular communication to customer's COR as needed to address issues or increase productivity. Requires a high school diploma with at least 14 years of experience in the field or in a related area.